At Travelers, I am working closely with multiple Agile teams and their SCRUM masters. To keep themselves organized, they use a specific technology called CA Agile Central to store and share information with the entire team. Prior to working here, this is a web application that I had never used before and I was surprised to see just how versatile and useful it is. The program is hosted by a company called CA Technologies which is the Rally Software Development Corporation on rallydev.com. The company provides the necessary tools and technologies to structure a modern software factory such as the IT department here at Travelers. They also host their products for companies such as Toyota, CNN, and Loreal. The company offers their technology as a service for $1,500 a month for 50 user and requires a quote for the use of Business Agility. While I was not able to get an accurate quote, it isn’t hard to imagine just how much Travelers must invest in this service if they are a company of 30,000 employees with a substantial IT department.

The Rally Software is incredibly useful to Travelers as it helps the company transition away from Waterfall as we see so many other companies doing today. The software does this by providing excellent applications and support for creating the entire profile that a SCRUM master would need starting at Epics and going all the way down to the Tasks in a Story. This information can be easily updated and shared in real-time which is very beneficial to Travelers as much of their IT work is done by offshore teams who work in different time zones and therefore may not always be able to attend meetings. Overall, this software creates a cohesive and collaborative environment for the entire Agile team and also provides projections such as burn down and velocity updates.

This technology was very confusing to me at first simply because the Agile process itself was something that I had no prior experience with. As such, I was unsure how to properly navigate the many pages until I understood how the structure of features and stories worked – as well as the intricacies of trains and silos. Of course, Agile at Travelers is done differently than at other companies as well. Luckily, Travelers provided me with a lot of material on their specific process which made it much easier to learn how to interact with the software in the first couple of weeks.

As my internship goes on, I will continue to use this technology to help maintain the direction of Agile team by keeping the software up to date with the current progress. In addition, I will also be learning how to utilize the software more effectively by writing and uploading my own user stories as well.